Naída S

SuperPower and UltraPower hearing aid

User Guide

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Contents

1. Welcome 5

2. Important safety information: Please read before operating your hearing aid for the first time 6

- Hazard warnings 6
- Information on product safety 8

3. Hearing aid description 10

4. Step-by-step instructions for using the hearing aid 13

- **Step 1.** Getting to know your hearing aid 13
- **Step 2.** Battery preparation 15
- **Step 3.** Inserting the battery 15
- **Step 4.** Turning on the hearing aid 16
- **Step 5.** Inserting the hearing aid 17
- **Step 6.** Adjusting the volume control behind the ear 21
- **Step 7.** Selecting the hearing program behind the ear 22

Step 8. Removing the hearing aid 23
Step 9. Turning off the hearing aid 24
Step 10. Changing the battery 25
Step 11. Changing the battery in hearing aid with a secured battery compartment 26

5. Care and maintenance 28

6. Troubleshooting 31

7. Wireless accessories 32

8. FM systems 33
FM system description 34
Option A: Design-integrated FM receiver 34
Option B: Audio shoe with universal FM receiver 36

9. Service and warranty 40

10. Compliance information 41

11. Information and explanation of symbols 44

1. Welcome

Your new hearing aid is a premium Swiss quality product. It was developed by Phonak, one of the world's leading companies in hearing technology. Your hearing aid offers the most modern digital hearing technology currently available on the market.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing aid has to offer. With proper use and care, you will be able to enjoy your hearing aid for many years to come.

If you have any questions, please consult your hearing care professional.

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CE 0459

2. Important safety information

Please read the information on the following pages before using your hearing aid.

A hearing aid will not restore normal hearing and will not prevent or improve a hearing impairment resulting from organic conditions. Infrequent use of a hearing aid does not permit a user to attain full benefit from it. The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.

2.1 Hazard warnings

⚠ Use only hearing aids that have been specially programmed for you by your hearing care professional. Other systems may be ineffective and may, in certain cases, damage your hearing.

⚠ Changes or modifications to the hearing aid that were not explicitly approved by Phonak are not permitted. Such changes may damage your ear or the hearing aid.

⚠ Hearing aid batteries are toxic if they are swallowed! Keep out of reach of children and pets. If batteries are swallowed, consult your physician immediately!

⚠ If you feel pain in or behind your ear, if it is inflamed or if skin irritation and accelerated accumulations of ear wax occur, please check with your hearing care professional or physician.

⚠ Hearing programs in the directional microphone mode reduce background noises. Please be aware that warning signals or noises coming from behind, e. g. cars, are partially or entirely suppressed.

⚠ The hearing aid contains small parts which can be swallowed by children.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

2.2 Information on product safety

ⓘ Never immerse your hearing aid in water! Protect it from excessive moisture. Always remove your hearing aid before showering, bathing, or swimming.

ⓘ Protect your hearing aid from heat (never leave it near a window or in the car). Never use a microwave or other heating devices to dry your hearing aid. Ask your hearing care professional about suitable drying methods.

ⓘ When you are not using your hearing aid, leave the battery compartment open so that any moisture can evaporate. Make sure that you always completely dry your hearing aid after use. Store the hearing aid in a safe, dry and clean place.

ⓘ Do not drop your hearing aid! Dropping onto a hard surface can damage your hearing aid.

ⓘ Always use new batteries for your hearing aid. You can return used batteries to your hearing care professional.

ⓘ Remove the battery if you are not using your hearing aid for a long period of time.

ⓘ X-ray radiation (e. g. CT scans, MRI scans) may adversely affect the correct functioning of your hearing aid. We recommend that you remove them before undergoing X-ray procedures and keep them outside the room.

ⓘ Do not use your hearing aid in areas where electronic equipment is prohibited.

3. Hearing aid description

The following user instructions describe two hearing aid models: The **SuperPower** and the **UltraPower** hearing aid.

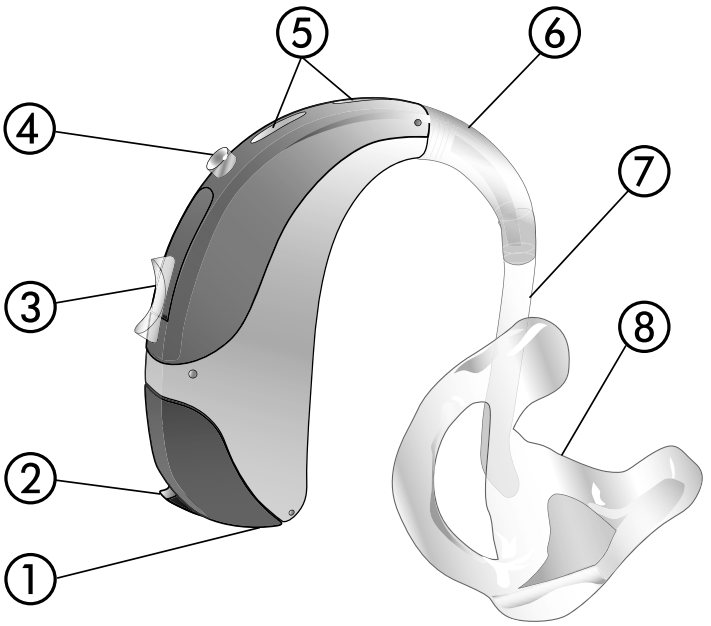
The **SuperPower** and the **UltraPower** hearing aid can be adapted with a variety of earmolds.

On the following pages use the labeled drawings to identify the hearing aid and the earmold that you use.

Your hearing care professional will tell you what size of battery you need for your hearing aid.

SuperPower and UltraPower model

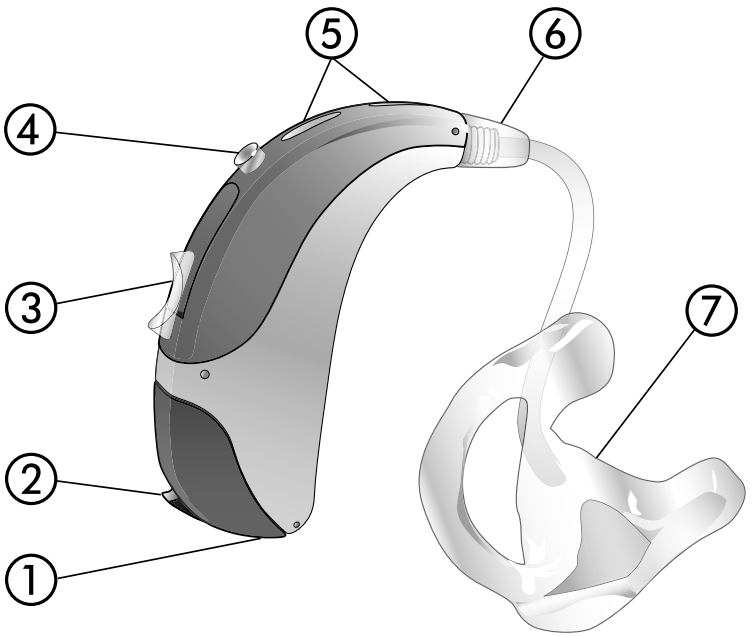
Option A: with classic earmold



① Right or left indicator (right=red, left=blue)
② Battery compartment with ON/OFF switch
③ Volume control
④ Program button
⑤ Microphone input with Wind and Weather Protector
⑥ Hook/sound output
⑦ Hearing tube
⑧ Classic earmold

SuperPower and UltraPower model

Option B: Power SlimTube with classic earmold



① Right or left indicator (right=red, left=blue)
② Battery compartment with ON/OFF switch
③ Volume control
④ Program button
⑤ Microphone input with Wind and Weather Protector
⑥ Power SlimTube
⑦ Classic earmold

4. Step-by-step instructions for using the hearing aid

The following chapter provides step-by-step instructions on how to use your hearing aid. Please follow these steps carefully. In the drawings, the parts that are particularly important for each step are shown in green.

Step 1. Getting to know your hearing aid

Take the hearing aid in your hand and try out the hearing aid controls. This will make it easier for you to feel and operate the controls later on when wearing the hearing aid.

SuperPower and UltraPower model

To increase the volume, press the volume control upwards. To decrease the volume, press the volume control downwards (Fig. 1a).

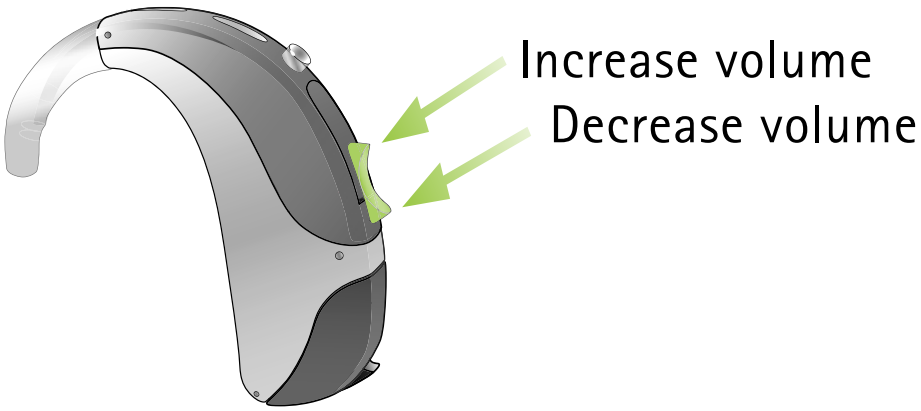


Fig. 1a

In order to change a hearing program, press the program button displayed (Fig. 1b).

Fig. 1b

Step 2. Battery preparation

Remove the protective foil from the new battery (Fig. 2). Wait for two minutes before inserting to activate the battery.

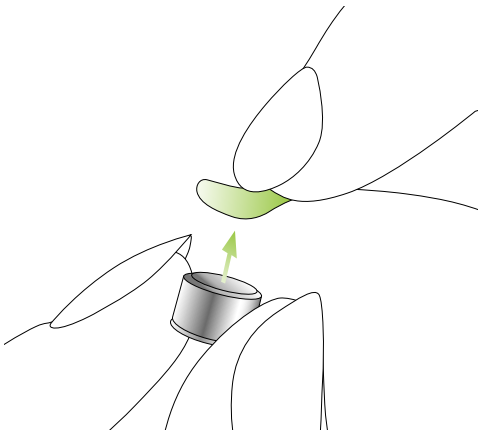


Fig. 2

Step 3. Inserting the battery

Take the hearing aid in your hand (Fig. 3a) and open the battery door. Insert the battery so that you see the + symbol on the battery (Fig. 3b).

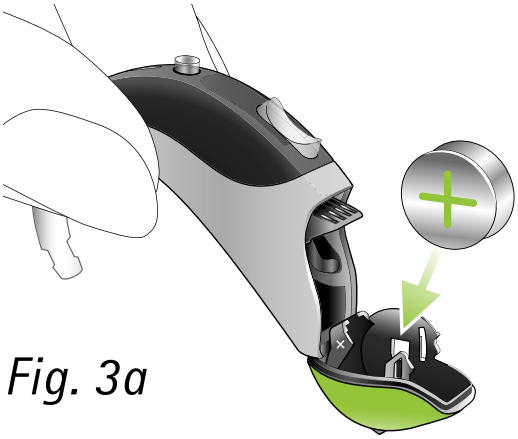


Fig. 3a

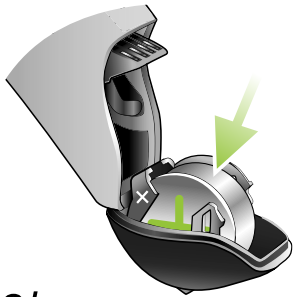


Fig. 3b

Step 4. Turning on the hearing aid

Switch on the hearing aid by closing the battery compartment (Fig. 4).

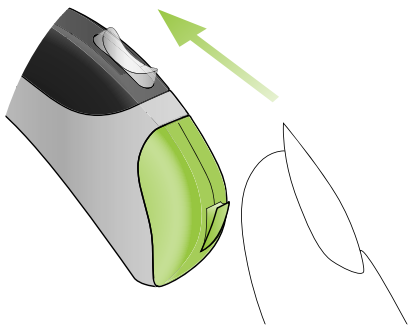


Fig. 4

ⓘ **Open and close the battery compartment gently and carefully.**

ⓘ **Check if you feel resistance when closing the battery compartment. Check to make sure the battery is correctly inserted and in the correct direction. If the battery is inserted the wrong way, the hearing aid will not work and the battery compartment can be damaged.**

The hearing aid is now switched on. It can take up to 15 seconds before it starts.
(When you wear the hearing aid, you will hear an acoustic signal).

Step 5. Inserting the hearing aid

This step shows you how to correctly insert the hearing aid. The instructions apply for both **SuperPower** and **UltraPower** hearing aid. The type of earmold determines how the hearing aid is inserted.

ⓘ **Each hearing aid is individually programmed for your right or left ear. For the first step identify right and left so you will be able to insert your hearing aid in the correct ear.**

Step 5.1 Identifying the hearing aid for the right and left ear

Color indicator:
right = red
left = blue

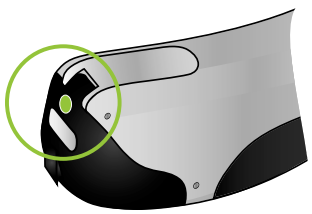


Fig. 5a

Step 5.2 Inserting the hearing aid with **classic earmold**

With your right hand, take your earmold for the right ear (red mark on the hearing aid, see step 5.1) between your thumb and forefinger (Fig. 5b).

Take the earmold up to your ear (Fig. 5b). Place the ear canal part of the earmold into your ear canal (see the part circled in green (Fig. 5b)). Next place the hearing aid behind your ear (Fig. 5c). Then insert the upper part of the earmold into the upper part of the bowl of your ear (Fig. 5d).

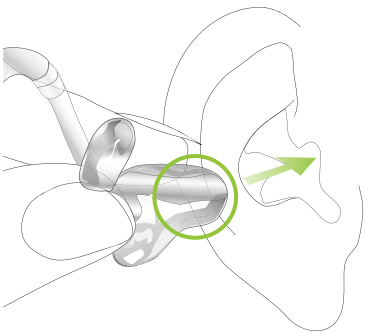


Fig. 5b

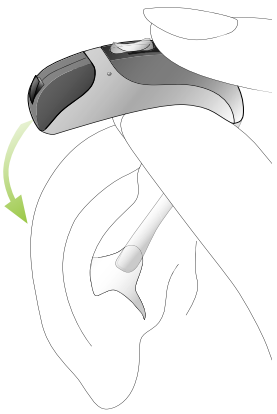


Fig. 5c

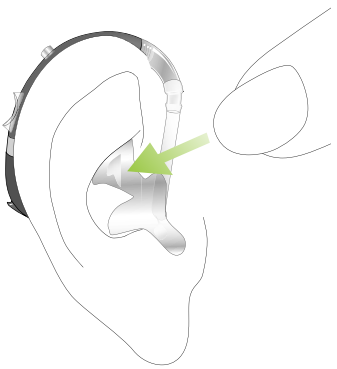


Fig. 5d

If you have problems inserting the hearing aid, use your other hand to gently pull your earlobe downwards. This opens the ear canal a little more and you can rotate the earmold until it fits correctly.

Check the fit by running your finger over the bowl of the ear. You know it fits correctly if, when doing so, you feel the contour of the bowl of the ear and not the hearing aid (Fig. 5e). In the beginning, please use a mirror to check.

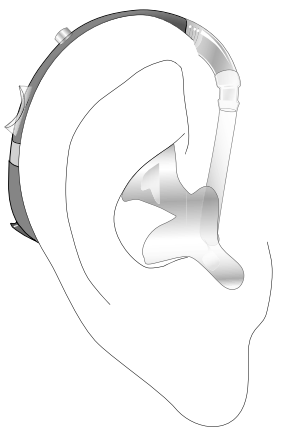


Fig. 5e

You have now successfully inserted the right hearing aid. Now insert your left hearing aid in the same way (marked in blue, see step 5.1).

Step 5.3 Inserting the hearing aid with **Power SlimTube and classic earmold**

Follow the instructions in Step 5.2, as this procedure is identical.

Step 6. Adjusting the volume control behind the ear

To increase the volume on a **SuperPower and UltraPower** model press the volume control upwards. To decrease it, press the volume control downwards using your forefinger. Use your thumb to lightly support the hearing aid (Fig. 6).

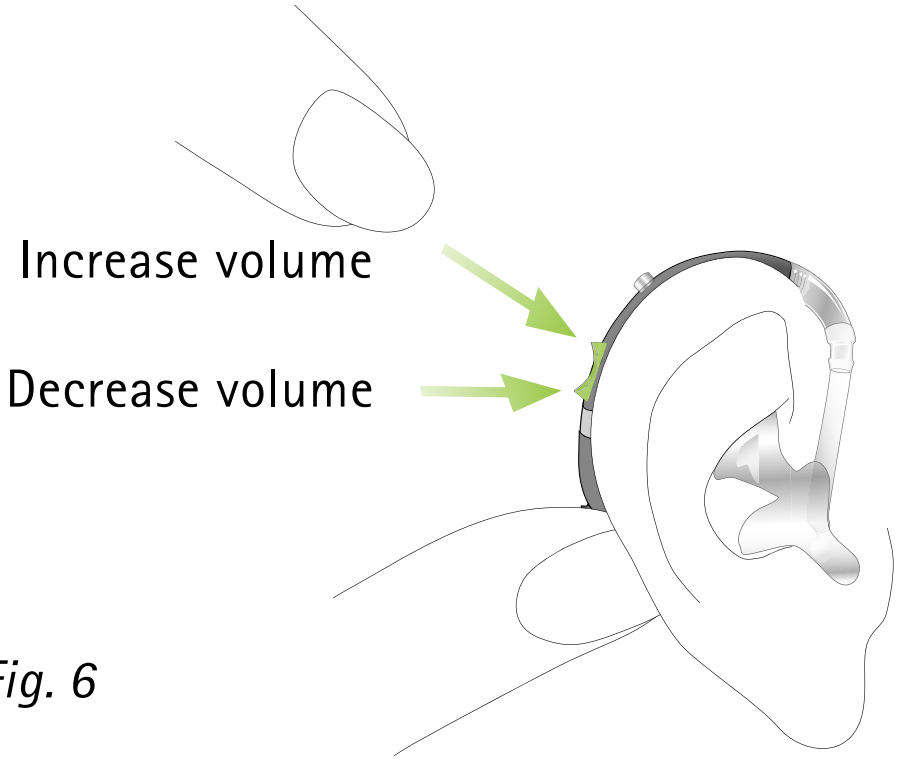


Fig. 6

Step 7. Selecting the hearing program behind the ear

In order to select or change a hearing program with the **SuperPower and UltraPower** hearing aid, press the program button displayed (Fig. 7).

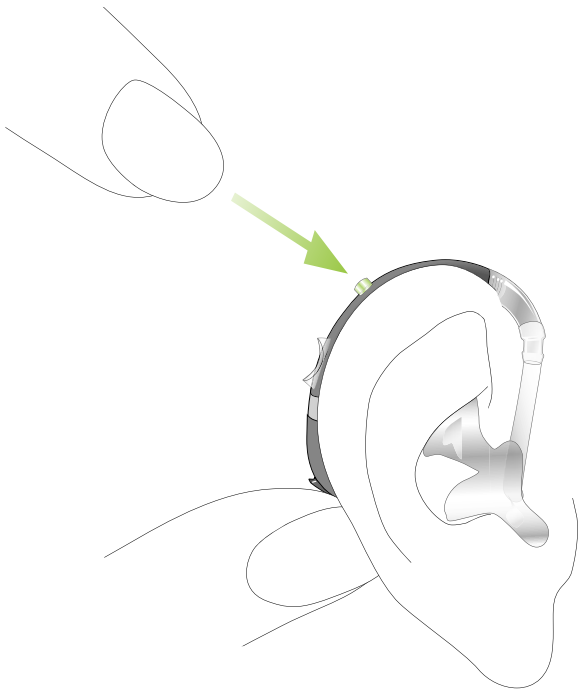


Fig. 7

If you press it again, you change to the next program. A signal indicates the change.
A signal tone can only be easily heard if you have turned on the hearing aid and you are wearing it correctly behind the ear.

Step 8. Removing the hearing aid

Step 8.1 Removing the hearing aid with **classic earmold**

Take the hearing aid behind your ear (do not touch the tube!) and lift it above the upper part of your ear and then gently let go (Fig. 8a).

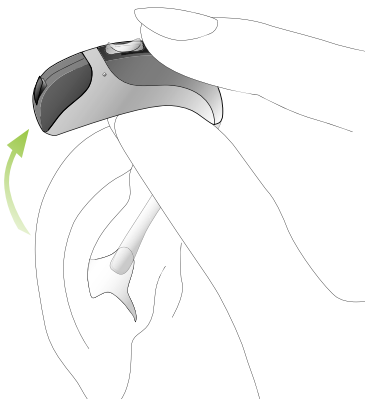


Fig. 8a

Use your thumb and forefinger to grasp the earmold in your ear (not the tube!) and gently remove it from your ear (Fig. 8b).

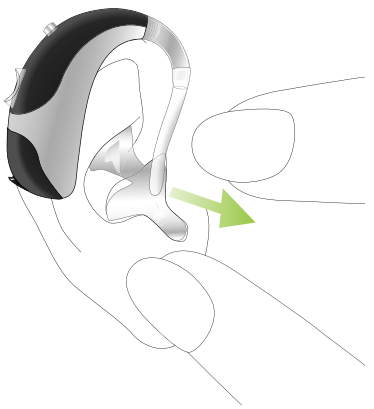


Fig. 8b

Step 8.2 Removing the hearing aid with **Power SlimTube with classic earmold**

Follow the instructions in Step 8.1, as this procedure is identical.

Step 9. Turning off the hearing aid

You can turn off your hearing aid by opening the battery compartment (Fig. 9).

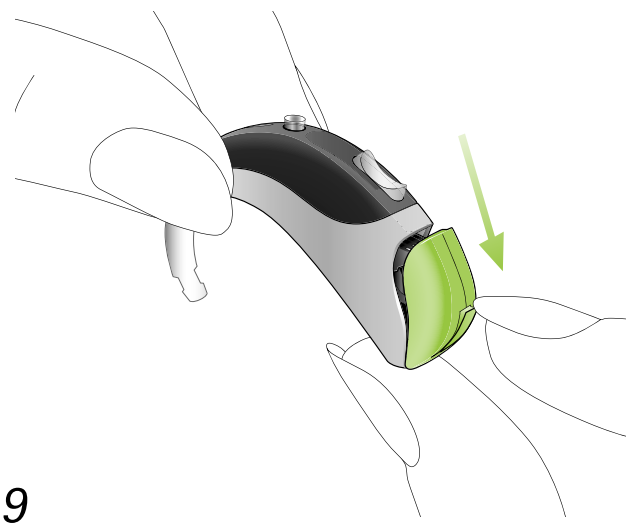


Fig. 9

Step 10. Changing the battery

Before the battery is completely empty, your hearing aid will indicate to you that the battery soon needs to be changed with an acoustic signal. Once this happens, you have about 30 minutes (in some cases longer) to change the battery. The battery warning signal is repeated every half hour. We recommend that you always keep a spare battery on hand.

ⓘ **Contrary to customary practice, particularly for pediatric consumers and for wearers of SuperPower and UltraPower products, the use of battery testers is not recommended. The battery tester may indicate that the battery is still viable while the voltage level has dropped below what the hearing aid requires for consistent function.**

ⓘ **For optimal use of the batteries, we recommend you to test and estimate the reserve time individually when you start using your hearing aid.**

Step 11. Changing the battery in hearing aids with a secured battery compartment

The **SuperPower and UltraPower** models have the option to be fitted with a tamper proof battery compartment if needed for safety reasons. The **SuperPower and UltraPower** hearing aid use the same type of tamperproof battery compartment.

After you have opened the battery compartment, pull the green plastic tab with the fingernail (Fig. 11a) and push it upwards (Fig. 11b). The battery can only be inserted when the plastic tab is in upwards position (Fig. 11b).

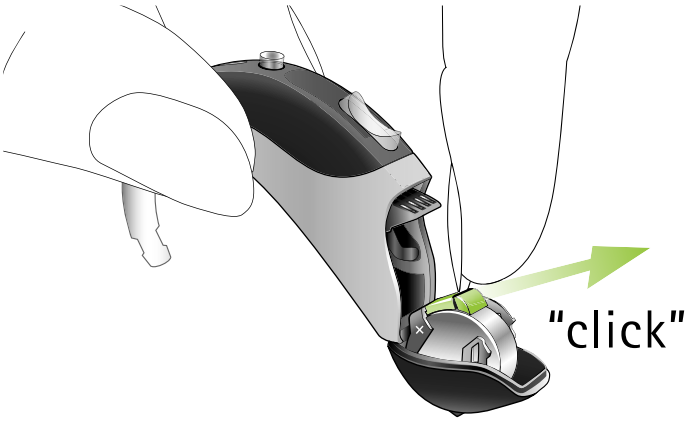


Fig. 11a

Fig. 11b

The old battery can now be replaced and a new one inserted (Fig. 11c).

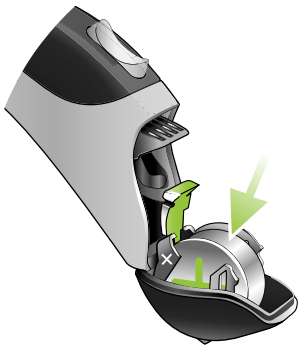


Fig. 11c

Move the plastic tab over the inserted battery (Fig. 11d) so that it lies against it. Lock the battery by pushing towards the hearing aid with your finger (Fig. 11e). Before you close the battery compartment, check that the plastic tab is locked in position and the battery cannot be removed.

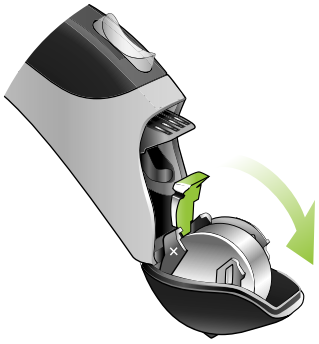


Fig. 11d

Fig. 11e

5. Care and maintenance

Diligent and routine care of your hearing aid contributes to outstanding performance and a long service life.

Please use the following specifications as a guideline:

General information
Before using hair spray or applying cosmetics, you should remove your hearing aid from your ear, because these products may damage it.

Never wash or clean the Wind and Weather Protector (see chapter 3). Doing so could cause it to lose its special acoustic features.

Naída S is WaterResistant!
Naída S hearing aids, including the design-integrated FM receiver, are resistant to water, sweat and dirt under the conditions listed below:

- Battery compartment and programming cover are fully closed.
- All Wind and Weather Protectors are mounted correctly.

- The hearing aid is used and maintained as described in this user guide.

ⓘ **Never immerse your hearing aid in water or other liquids!**

ⓘ **Always remove your hearing aid before showering, bathing or swimming. They are not designed for any kind of swimming or diving activities.**

ⓘ **After perspiration or contact with water, the hearing aid must be cleaned.**

Naída S hearing aids modified with the special battery compartment (allowing use of the audio shoe and connected universal FM receivers), are no longer water resistant.

In case the hearing aid stops working after accidental immersion in water, please take the following actions: open the battery compartment, dry the casing and the inside of the battery compartment with a soft cloth or tissue and replace the battery.

Daily

Inspect the earmold and tube for earwax and moisture deposits. Clean the surfaces with a lint-free cloth. Never use cleaning agents such as household detergents, soap, etc. for cleaning your hearing aid. If you need to clean your hearing aid intensively, ask your hearing care professional for advice and information on filters or drying capsules.

Weekly

Clean the earmold with a soft, damp cloth or with a special cleaning cloth for hearing aids. For more in depth maintenance instructions or for more than basic cleaning, please see your hearing care professional.

Monthly

Inspect your hearing tube for color changes, hardening, or cracks. In the case of such changes, the hearing tube has to be replaced. Please see your hearing care professional.

6. Troubleshooting

Hearing aids sound softer than usual/no sound
First check whether you can adjust and make the sound louder with the volume control. Then check the hearing tube and earmold for earwax residue and clean if necessary. Check whether the battery is correctly inserted and properly fitted, adjust the fit if necessary. If there is no improvement, change the battery. If the problem persists, contact your hearing care professional.

Battery discharges too quickly
Insert a new battery and make note of exactly how long it lasts. Contact your hearing care professional with this information, they will be able to help and advise you.

Crackling or buzzing noises
Check the hearing tube and earmold for earwax residue. Check the hearing tube for damage (color changes, hardening, or cracks) and contact your hearing care professional if necessary for replacement.

Whistling
Check whether the earmold is correctly and firmly fitted. If this is the case, but the problem persists, please consult with your hearing care professional.

Pain or inflammation in your ear
Remove the hearing aid and consult with your hearing care professional. If the problem is serious, please contact your physician.

7. Wireless accessories and FM systems

7.1 Wireless accessories

Phonak has developed a broad range of wireless accessories that allow you to best use and discreetly control your hearing aid. These include, for example, remote controls, wireless connection modules to the TV and computer, and much more. Programs and accessories that can help you make phone calls simply and more comfortably are also included in this product range.

8. FM systems

FM systems are wireless communication systems consisting of a radio transmitter and a radio receiver. The transmitter is placed close to the sound source (e.g. TV/Radio/lectern). The sound is transmitted clearly and directly to the hearing aid in the form of radio signals – without disruptive background noises or echoes.

Phonak is a leader in FM communication. In order to take advantage of the benefits of these high-tech radio systems, consult with your hearing care professional.

If you already have an FM system and need additional information on using this system, please consult the relevant user instructions on the FM transmitter or the FM receiver.

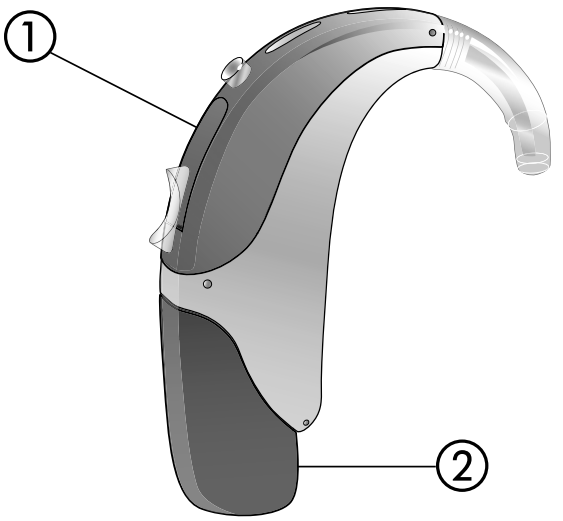
For more information, please visit www.phonak.com, or ask your hearing care professional.

8.1 FM system description

The following pages describe the two FM receiver models: the **design-integrated FM receiver** and the **audio shoe with universal FM receiver.**

On the following pages use the labeled drawings to identify the FM system that you use.

Option A: Design-integrated FM receiver



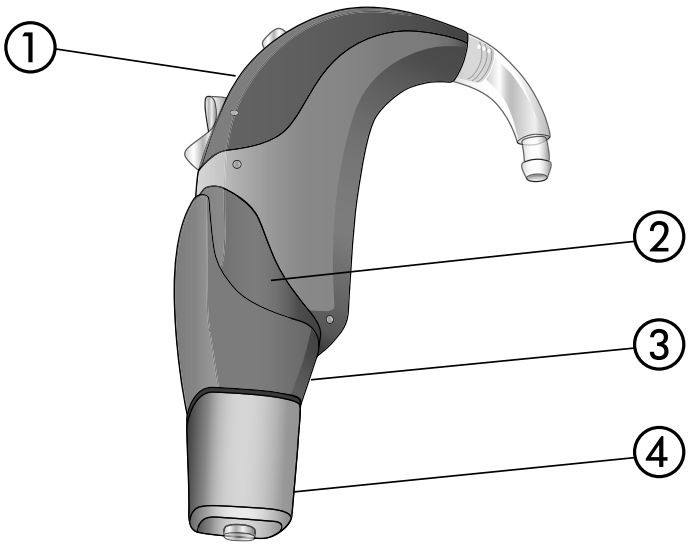
① Hearing aid
② Design-integrated FM receiver

With the design-integrated FM receiver attached the hearing aid offers all functionalities and usability as without the FM receiver. (see chapter 4)

ⓘ **Your hearing care professional has already prepared your hearing aid for use with the design-integrated FM receiver. The design-integrated FM receiver can not be removed. Please ask you hearing care professional for further information.**

Naída S **with** the design-integrated FM receiver is WaterResistant. For more information on the Water-Resistant properties of the Naída S housing, please see chapter 5.

Option B: Audio shoe with universal FM receiver



① Hearing aid
② Battery compartment
③ Audio shoe for universal FM receiver
④ Universal FM receiver

With the universal FM receiver attached the hearing aid offers all functionalities and usability as without the FM receiver (see chapter 4).

ⓘ **Naída S with the audio shoe and the universal FM receiver is not WaterResistant. Please ask you hearing care professional for further information.**

Attaching the audio shoe to the hearing aid

Your hearing care professional has already prepared your hearing aid for use with a universal FM receiver.

To attach the audio shoe, hold the hearing aid between the thumb and forefinger of one hand and the audio shoe in the other hand. Push the audio shoe towards the bottom of the hearing aid. Match the grooves of the hearing aid with those of the audio shoe (Fig. 8.1).

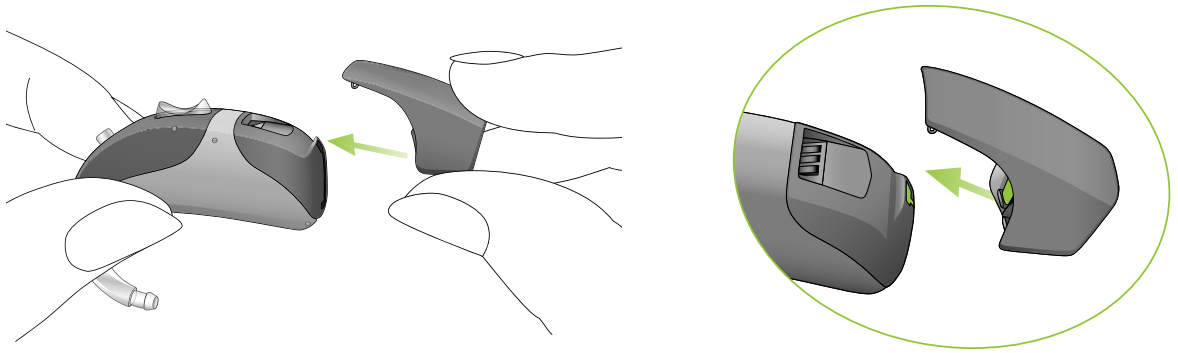


Fig. 8.1

Push the hearing aid down until it snaps into place (Fig. 8.2). The audio shoe is now properly attached to

the hearing aid. A universal FM receiver can now be attached.

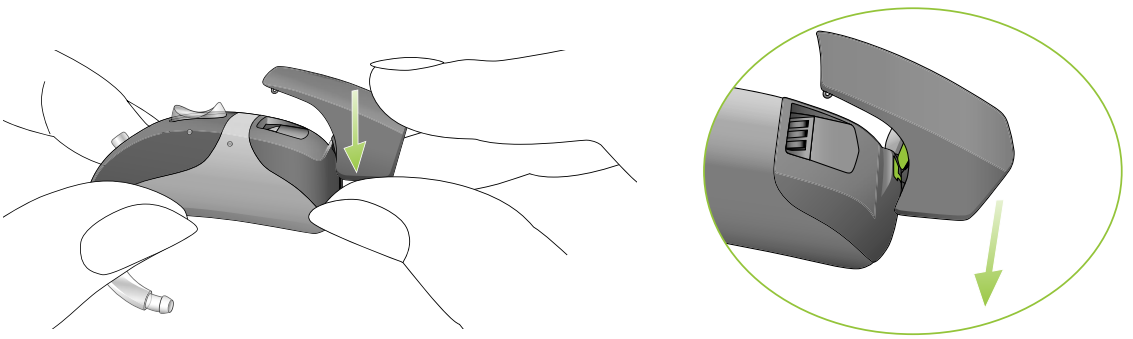


Fig. 8.2

Attaching the universal FM receiver to the audio shoe
Connect the universal FM receiver to the audio shoe by pushing the three pins of the universal FM receiver into the three sockets of the audio shoe. The universal FM receiver is correctly connected to the audio shoe once it is clicked in place (Fig. 8.3). Please refer to the specific FM receiver user instruction.

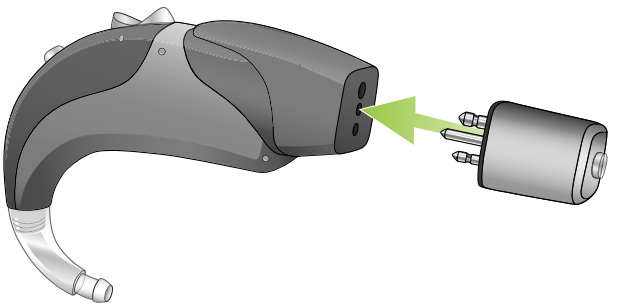


Fig. 8.3

ⓘ To have FM immediately active when required, Phonak recommends to leave the universal FM receiver attached when not in use.

Remove the audio shoe from the hearing aid

To remove the audio shoe, take the hearing aid between your thumb and forefinger. Pull the locking system on the audio shoe back (Fig. 8.4).

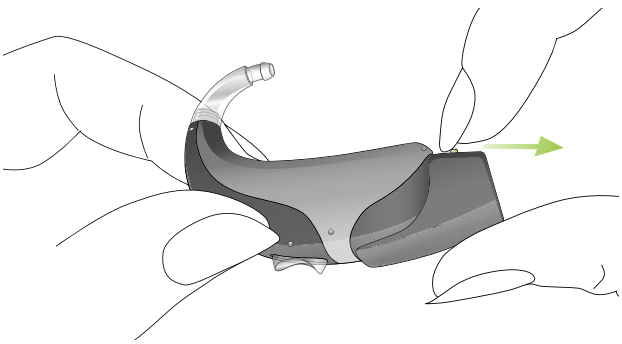


Fig. 8.4

At the same time pull the hearing aid upwards with the other hand (Fig. 8.5). The audio shoe is now removed from the hearing aid.

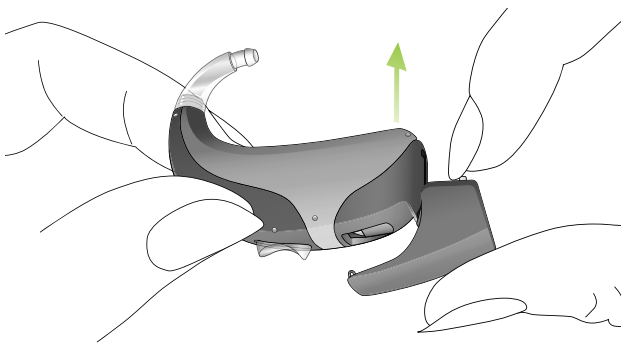


Fig. 8.5

9. Service and warranty

Phonak offers you a comprehensive, worldwide warranty, valid starting from the date of purchase. Please ask your hearing care professional about the term of the warranty valid in the country of purchase. The warranty covers repairs in case of processing and material errors*.

No warranty claims will be considered if the hearing aid shows normal wear and tear, improper handling or care, exposure to chemicals, immersion in water or undue stress. In case of damage caused by third parties or non-authorized service, the Phonak warranty is null and void. This warranty does not cover services performed by a hearing care professional at his or her workplace.

Serial number of the left hearing aid

Serial number of the right hearing aid

Purchase date:

*Contact your hearing care professional

10. Compliance information

Europe:

Declaration of Conformity
Hereby Phonak AG declares that this Phonak product meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer.

Australia:

Supplier Code Number 15398

New Zealand:

Supplier Code Number Z1285

10. Compliance information

The hearing aid described in this user guide is certified under:

USA	FCC ID:	KWC-WHSBTE1U
Canada	IC:	2262A-WHSBTE1U

Notice 1:
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

1) this device may not cause harmful interference, and
2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:
Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

Notice 3:
This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

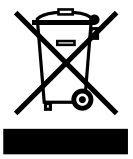
11. Information and explanation of symbols

CE
XXXX

With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications transmitters. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

This symbol indicates that the products described in these user instructions adhere to the require-ments for an application part of Type BF of EN 60601-1. The surface of the hearing aid is specified as application part of Type BF.

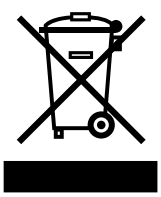
	EMC and Radio communications compliance label Australia.
	This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
	Important information for handling and product safety.
Operating conditions	The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

Transport and storage conditions	During transport or storage, the temperature should not exceed the limit values of –20°/60° Celsius and relative humidity of 65% for a long period of time. The air pressure range between 500 and 1100 hPa is appropriate.
	The symbol with the crossed-out garbage bin is to make you aware that this hearing aid may not be thrown away as normal household waste. Please dispose of old or unused hearing aids, at waste disposal sites intended for electronic waste, or give your hearing aid to your hearing care professional for disposal. Proper disposal protects the environment and health.

Manufacturer:
Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

EU Representative:
Phonak GmbH
D-70736 Fellbach-Oeffingen
Germany

CE
0459



www.phonak.com

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